

A Webinar, presented by the Department of Community  
Services and Development for Energy Service Providers

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# 2011 Comprehensive Monitoring

February 2, 2011

# Today's Agenda

|   | Presenter/s                      | Time Allotted |
|---|----------------------------------|---------------|
| Introductions & Overview  | Lynn Wiley                       | 10 – 10:10    |
| Monitoring History/Overview<br>Program/Policy Changes<br>Desk Reviews – In House                      | Kristen Hart<br>&<br>Deena Mount | 10:10 – 10:25 |
| Q&A   |                                  | 10:25– 10:35  |
| On-Site Monitoring<br>Monitoring Scope<br>Common Finds/Recommendations<br>Best Practices<br>Resources | Kristen Hart<br>&<br>Deena Mount | 10:35 – 11:00 |
| Q & A   |                                  | 11:00 – 11:30 |

# Monitoring History/Overview

- WHO...
- WHAT...
- WHEN...
- WHERE...
- WHY... AND
- HOW...do we monitor???

# Program/Policy Changes

- Conflict of Interest Procedures
  - Agency owned dwellings
- Diagnostic Testing Requirements for DOE WAP, DOE ARRA and LIHEAP

# Desk Reviews-In House

- DOE ARRA: Monthly review of contract status
- Same info as before: Expenditures, Performance and Reporting
- Changes to expect:
  - Expenditure & Performance Goals-based on projections
  - Follow up on “in-progress,” “completed, not billed,” and “assessed only” if not reported in EARS.
  - Spending Plans-if applicable

# Desk Review-In House

- Agency Quarterly Review: Quarterly review of contract status
- Looking at your agency's performance from the beginning of contract through the quarter
- Changes to expect:
  - Training/Licensing
  - Vehicle/Equipment Purchases
  - Expenditure & Performance Goals-based on projections provided in your local plan.
  - Follow up on "in-progress," "completed, not billed," and "assessed only" if not reported in EARS.
  - Spending Plans

# On-site Monitoring

- 2011 Monitoring will include:
  - 2009 DOE ARRA and DOE WAP Contract Review
  - 2010 LIHEAP Contract Review
  - Special Monitoring-if necessary

# Monitoring Scope

- 2011 Monitoring Scope will focus on the following areas:
  - Administration
  - Subcontractor Oversight
  - Fiscal/Performance
  - Programmatic
  - CAAT Reporting
  - Buy American
  - Historic Preservation
  - Follow up on Spending Plans-if applicable



# Changes for 2011

- Administration
  - Record Retention Policy
- Fiscal/Performance
  - Ensure Agencies are on-track for spending & production in accordance with contract requirements
- Programmatic
  - Training: Ensure that Agency staff are in compliance with training requirements
  - Post-Inspections (ARRA & DOE)
- Buy American
  - When projects trigger this requirement-ensure that Agencies are in compliance
- Spending Plans
  - Review this on-site-if applicable

# Common Findings/Recommendations

- Client Files-Quality Control
- Training (Eligibility & Wx Crews)
- DOE ARRA-Performance (production & expenditures)
- Diagnostic Testing-not in compliance
- Cost Allocation Plans
- Lack of Subcontractor Oversight Plan
- Conflict of Interest

# Best Practices

- Client File Accessibility & Organization
- Client Communication Log
- Crew time documentation
- Customer Satisfaction Survey

# Resources

- Deena Mount, Field Operations Manager  
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## Staff

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# Resources... con't

- Kristen Hart, Field Operations Manager  
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# Questions?????

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